What is 'Management'?

*What do you think '**management**' is?*

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*What do you think '**management**' does?*

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What 'role' does a manager 'play'?

- **Inter_____ :** role requires managers to **dir_____** and
  sup_____ employees and the organization

- **Inf_____:** roles are those in which managers **obt_____** and
  transmit **in_____**. These roles have changed dramatically as technology
  has improved

- **Dec_____ :** role requires managers to **pl_____** strategy and utilize
  resou_____

We have 3 traditional management 'styles':

Management Style	What it is in Chinese
Au	
Bu	
Dem	

The Au_____ manager style:

1. **G_____** orders without explanation
2. **Ex_____** people to obey orders without questions
3. **Ma_____** decisions without the input from staff
4. **Unwi_____** to delegate work to employees under their supervision
5. Often use a set of **re_____** and **pun_____** to make sure the employee carries out orders
6. Assume that **em_____** just work for money
7. Employees become **dep_____t** on the manager for orders
    - Do what they are told, no more no less. Do not use initiative and simply **fo_____**
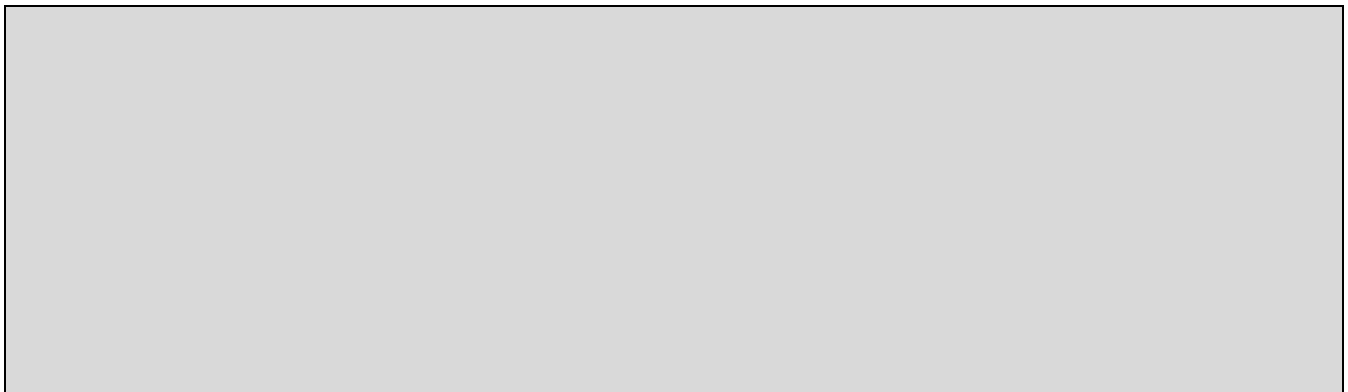   orders – learn **behaviour** that match their bosses expectations

- Work is done when the Manager is present but may not be done when the Manager is absent

The Bu_____ manager style:

1. Concerns for **res**_____ and that **peo**_____ take a 'back seat' to *the way that things have always been done*
2. Resist **ch**_____ and take care of the 'status quo'
3. Rely on **higher-le**_____ management to make decisions about issues not covered in the *rules*
4. *Again*, employees do not use *initiative* and just **follow rules**
5. When no rules apply, employees **wa**_____ for the bureaucrat to tell them

The Dem_____ manager style:

1. **Fo**_____ more on the participative (participation from staff) process rather than on short-term, immediate results
2. Take **ti**_____ to keep employees informed on matters directly affecting their work
3. Use delegation as an **opp**_____ for employees to develop higher levels of job satisfaction
4. Share **dec**_____-making and **pr**_____-solving responsibilities with their staff
5. Open to **n**_____ ideas and encourage **ch**_____ with their departments and organizations
6. De_____ managers want employees to be more **inde**_____ and accept responsibility
7. Take initiative and get things **d**_____ by themselves

Flexibility and the management styles
Can we just have one style? What is the best style?

Individual work (although you can discuss with your neighbours):

1. In your opinion, which do you think is the most effective style and why?
2. What management style would you like to adopt (use) and why?
3. What management style do you think is used the most in China?
4. Which management style would be the best in a crisis/urgent situation?
5. Which management style would be the best for hiring and firing people?
6. Which management style would be the best for creating new ideas?

Summary of worksheet	Summary of worksheet in Chinese

In your opinion, what is the most important thing to remember?

What are the keywords from this worksheet?

English:	Chinese translation: